



Technology Infrastructure 2003 Year-End Performance Review

Name (Last, First, MI) Millan, Carmelo	Job Title Analyst	GEID # 0003465301
Organizational Name/Project Team: Network Infrastructure & Site Support		Review Period From: 1/1/03 To: 12/31/03
Reviewer Name/Job Title Tom Saranello/Assistant Vice President		

Ratings Key

- (1) **Top Performer** - Exceptional performance; role model for others in the group
- (2) **Strong Performer**: High performance; one of the stronger performers in the group
- (3) **Consistent Performer**: Consistent performance; responds to coaching and direction.
- (4) **Inconsistent Performer**: Average to below average performance; performance is below the group average
- (5) **Under Performer**: Below average performance; must improve significantly to retain position; performance is at the lowest level of the group

Section 1 - Key job responsibilities:

1. Facilitate all network related issues at 388 Greenwich Street.
2. Facilitate and maintain all day to day network requests to include MAC's, Comtrack tasks, GPMS trouble tickets and database management.
3. Maintain and address Compliance issues for NISS.
4. SOE network implementation and support.

Section 2 - Assessment of job-related factors:

	Top Performer	Strong Performer	Consistent Performer	Inconsistent Performer	Under Performer
Job proficiency/knowledge	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting comments	Carmelo's understanding of networking continues to be a great asset to the 388 team. He constantly provides others with insight and technical information related to daily troubleshooting.				
Quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting comments	Carmelo has improved his quality of work and has used his skillset to assist in the 388 Lab build-out.				
Productivity/efficiency	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting comments	Carmelo has been a strong performer when it comes to productivity. His turnover of projects have improved throughout the year.				
SDLC compliance/testing	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting comments	N/A				
Teamwork/interpersonal skills	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting comments	Carmelo has displayed excellent teamworking skills. He has constantly assisted other team members that lack network knowledge with their projects.				
Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting comments	Carmelo's customer/client service skills have improved immensely. He has a good understanding of what is necessary to provide quality turnover of daily technical requests.				
Initiative	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting comments	Carmelo has taken the initiative to address all COB, TRAM, and PCM related issues for the metro NISS team.				
Communication	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting comments	Carmelo continues to display good communication skills by updating management on all projects and infrastructure related issues. He has constantly made management aware of any network capacity issues at 388.				

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Section 3 – Assessment of Managerial Factors (if applicable):

	Top Performer	Strong Performer	Consistent Performer	Inconsistent Performer	Under Performer
FINANCIALS					
Job Actual vs. Forecast	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost Per FTE	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recruiting (Cost per hire)	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expense Management Initiative	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PEOPLE					
Turnover	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internal Mobility	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Development/Training	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Morale	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PROJECT DELIVERY					
Completion on Time	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completion on Budget	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Project Impact (Revenue/Cost Returns)	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CUSTOMER SATISFACTION					
Survey Results	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONTROLS					
Major Business Issues	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business Issues	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Project Issues	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WELLNESS/OUTAGES	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production Support Costs	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production Problems	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production Assessment	<input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OVERALL PERFORMANCE ASSESSMENT 1/1/03 TO 12/31/03

	Top Performer	Strong Performer	Consistent Performer	Inconsistent Performer	Under Performer
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OVERALL PERFORMANCE SUMMARY FOR 1/1/03 TO 12/31/03:

Carmelo has continued to be a major asset to the 388 team. His knowledge of networking and his initiative to address all compliance issues for the group has been a major part of our success. He successfully organized and articulated procedures for our annual COB test, which has been documented and modeled for other TI groups to use. He has also completed major projects such as the Futures Trading and Network Engineering restacks. He has also assisted other team members with projects such as the Solaris 8 Upgrade and the GTS restack. He is currently the lead technician for the 388 Lab build-out that requires daily interaction with multiple engineering groups. Carmelo has also completed a total of seven hundred and sixty Comtrack tasks for 2003. For his efforts, I would like to see Carmelo promoted to an Associate Technical Analyst.

PRIMARY AREAS FOR IMPROVEMENT/SKILL ENHANCEMENT:

- Continue to assist management with all COB, TRAM, and PCM related issues
- Better understanding of data center build-outs
- Assume lead role for the 388 Lab build-out

APPRAISEE'S COMMENTS:

Employee Signature and Date: _____

(Signature acknowledges that a discussion of this document has taken place, but does not indicate that I necessarily agree with this appraisal of my performances.)

Manager Signature and Date: _____

Next Level Management and Date: _____

Description of job factors:

Job proficiency/Knowledge: Technical knowledge and ability is commensurate with job title and level of experience. Applies technical skills to the job. Understands technical environment and businesses supported.

Quality of work: Work is thorough, accurate, and complete. Develops appropriate test plans and executes them successfully. Adheres to standards, high level of client satisfaction.

Productivity/efficiency: Produces required amount of work within planned timeframes.... meets deadlines. Uses corporate resources effectively. Utilizes appropriate tools. Leverages existing assets.

Teamwork/interpersonal skills: Successfully works with others to achieve goals. Shares information. Maintains positive working relationships. Lends support and assistance readily.

Service: Responsive to client needs and those of others in the firm. Involves other in improving processes. Participates as a partner.

Initiative: Takes action beyond requirements. Anticipated and addresses issues directly. Resourceful. Self-starting.

SDLC: Understands and adheres to SDLC policy and good practices.

Communication: Expresses thoughts logically, clearly, and concisely. Listens well and respond appropriately.